

**IT Professional Technical Services
Master Contract Program
T#:902TS**

**Statement of Work (SOW)
For Technology Services
Issued By**

**Minnesota Department of
Employment and Economic Development (DEED)**

**Project Title: Testing/QA for Expand Online Self-Services
Service Category: Testing**

Business Need

The State of Minnesota's Department of Employment & Economic Development (MN DEED) is issuing this Statement of Work (SOW) to interested and qualified applicants for a Lead Testing/Quality Assurance (QA) position that will provide leadership, mentoring and test execution for a system development projects in an Agile/Scrum environment.

MN DEED seeks applicants who can work with business units and MN.IT @ DEED to initially establish a QA and testing lifecycle for a project to expand online self-services for job seekers and employers. Although this is the initial project, the applicant may be asked to establish a similar lifecycle on other systems or projects.

Assignment Deliverables

MN DEED seeks a resource to provide Testing/Quality Assurance (QA) leadership and strong skills to execute the following deliverables:

- 1) Review and become fluent in the DEED MN.IT @ DEED quality assurance tools, standards, and process.
- 2) Provide leadership and mentoring on QA topics to the project team.
 - The vendor will be expected to focus on functional, user acceptance, regression, and exploratory testing.
 - The vendor will be expected to adapt the QA concepts to DEED's Agile/Scrum environment. Where applicable, the vendor will be expected to adhere to MN DEED's standard set of Scrum tools and procedures.
- 3) Create and execute test plans and test cases using the standard MN.IT @ DEED QA tools.
 - The vendor will be expected to collaborate with business analysts who perform a large percentage of DEED's testing. It is also expected that an appropriate balance of work is achieved between the vendor and DEED business analyst staff.
- 4) Where applicable, identify and recommend incremental improvements to the MN.IT @ DEED QA standards and process.
- 5) Review test plans, test cases, and other work products to ensure consistency, high quality, and adherence to MN.IT @ DEED standards and QA procedures.
- 6) Provide leadership and collaborate with DEED Project Manager to plan and coordinate knowledge/process transfer regarding: functional, user acceptance, regression, and exploratory testing to other MN.IT @DEED staff and project teams in support of other systems or projects.

- 7) Collaborate with and mentor DEED architect/developer/database analyst/business analyst staff throughout the engagement. While the vendor resource will be seen as an expert resource, collaboration with current staff will be essential to ensure any solution is well suited for the DEED environment.

Assignment Schedule

DEED anticipates this resource will be needed on or about September 4, 2012 and work until March 1, 2013. DEED reserves the option to extend the original agreement up to an additional six months.

Assignment Environment (State Resources)

DEED expects to have a team of one Project Manager, 3-4 Business Analysts and 3-4 developers for the efforts to expand line self-services to job seekers and employers. Skill levels vary within the team and this must be taken in to account when establishing processes, mentoring and knowledge transfer.

Agency Project Requirements

Work will be completed at DEED's First National Bank office in St. Paul, MN within core business hours of 8:00 am to 5:00 pm, excluding holidays.

Responsibilities Expected of the Selected Vendor

- Perform role of Testing and Quality Assurance Lead (QA Lead)
- Create QA documentation
- Provide training/ mentoring / knowledge transfer to staff
- Develop a work plan
- Provide regular status reports
- Adhere to time keeping, budget reporting and invoicing practices of DEED
- Adhere to DEED Change Control procedures

Required Skills

The following are required minimum qualifications. If a resource submittal does not demonstrate the following required skills, the proposal will not be scored.

- 1) Documented years of experience in the following skill sets and technologies:
 - a. 7 years of creating and executing functional, user acceptance, and regression tests.
 - b. 1 or more projects using Microsoft Test Manager (MTM) or Visual Studio Test Professional.
 - c. 1 or more years of Microsoft SQL Server.
- 2) 2 or more projects providing QA leadership or establishing QA process within a software development project, preferably in an Agile/Scrum environment.
- 3) 2 or more projects executing QA and testing of web applications.

Desired Skills

Points will be added if a resource submittal demonstrates the following:

- 1) Bachelor's degree B.A. or B.S.
- 2) 1 or more engagement or project with agile exploratory testing and/or web application load testing techniques.
- 3) 1 or more engagement or project with testing web applications to adhere to Web Content Accessibility Guidelines (WCAG).
- 4) 2 or more Public Sector projects involving a leadership role in: QA or performing testing.

Process Schedule

- | | |
|---|---------------------------------|
| • Deadline for Questions | Thursday July 19, 2012 Noon CDT |
| • Anticipated Posted Response to Questions | Friday July 20, 2012 Noon CDT |
| • Proposals due | Thursday July 26, 2012 Noon CDT |
| • Anticipated proposal evaluation begins | Friday July 27, 2012 |
| • Potential candidate interviews (at DEED office) | Mon-Weds August 6-8, 2012 |
| • Anticipated proposal decision | Monday August 13, 2012 Noon CDT |

Questions

Questions regarding this Statement of Work should be submitted via e-mail by the date and time noted in Process Schedule above.

Name: Mary Phillippi
 Department: MN.IT @ DEED
 Email Address: Mary.Phillippi@state.mn.us

Other persons ARE NOT authorized to discuss this SOW or its requirements with anyone throughout the selection process. Responders should not rely on information obtained from non-authorized individuals. If it is discovered that a Responder contacted State of Minnesota staff other than the individual above, the responder's proposal may be removed from further consideration.

SOW Evaluation Process

Each section of the vendor responses will be evaluated and scored by a team of DEED employees. If a resource being submitted does not meet the Required Skills noted above, they will be removed from further consideration/evaluation. Proposals meeting the Required Skills will be evaluated as follows:

- 40% - Experience & Resume
- 30% - Skills & Experience Summary Document, References & Interview (if conducted)
- 30% - Cost

The next section indicates how responses should be formatted and what will be a part of each score.

Response Requirements

Proposal Content is expected as follows:

- Three (3) hard copies of the proposal must be submitted to the address noted.
- Separate the proposal in to the following sections and include the specified information.
- Do not include any information that is not requested such as marketing materials, etc.

Section 1: Cover page with only the following information:

Vendor Company Name
 Address
 City, State, Zip
 Company Contact Person
 Contact person's email & phone information
 Name of Resource being submitted
 Hourly Rate

Section 2: Experience & Resume

Part 1: Skills Copy and complete the following charts for the Part 1, noting which assignments/companies fulfill the requirement.

| Required Skills | Years of Experience | Dates of Experience | Client/Employer(s) |
|--|---------------------|---------------------|--------------------|
| 7 years of creating and executing functional, user acceptance, and regression tests. | | | |
| 1 or more projects using Microsoft Test Manager (MTM) or Visual Studio Test Professional. | | | |
| 1 or more years of Microsoft SQL Server. | | | |
| 2 or more projects providing QA leadership or establishing QA process within a software development project, preferably in an Agile/Scrum environment. | | | |
| 2 or more projects executing QA and testing of web applications. | | | |

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| Bachelor's degree B.A. or B.S. | | | |
| 1 or more engagement or project with agile exploratory testing and/or web application load testing techniques. | | | |
| 1 or more engagement or project with testing web applications to adhere to Web Content Accessibility Guidelines (WCAG). | | | |
| 2 or more Public Sector projects involving a leadership role in: QA or performing testing. | | | |

Part 2: Resume Insert a copy of the resource's resume. All work assignments must include dates.

Section 3: Skills & Experience Summary Document and References

Part 1: In a document, not to exceed one page total, have the resource summarize their skills and experience that specifically pertain to the engagement description and conclude with a statement of why they are interested in this engagement.

Part 2: Copy and complete the following chart to provide **three** references for the submitted resource. Each Reference must:

- a) Have a minimum of six months working directly with the submitted resource
- b) Have agreed to speak with a representative of the DEED evaluation team if they are contacted (between the hours of 9am and 4pm CDT Mon - Fri)

| Reference First & Last Name | Company Name | Working Relationship to Resource | Phone Number (Between 8 AM - 4 PM Central Daylight Time) |
|-----------------------------|--------------|----------------------------------|---|
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Note: The State reserves the right to interview final candidates based on responses and scores. The vendor will be contacted to arrange a mutually agreed upon interview time, should this be necessary. See the Process Schedule above for the potential candidate interview dates.

Section 4: State Forms

- a) Conflict of Interest Statement
A statement certifying there are no known conflicts of interest with respect to this project, or if known, identification of those situations that may present an actual or potential conflict and how the contractor proposes to avoid the potential conflict.
- b) Affirmative Action Certificate of Compliance
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
- c) Affidavit of non-collusion
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
- d) Certification Regarding Lobbying
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
- e) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>
- f) Targeted Group Preference Form

Proposal Submission Instructions

All responses must be in writing and delivered to:

Mary Phillippi, Project Manager
MN.IT @ DEED
First National Bank Building, Suite E200
332 Minnesota Street
St Paul, MN 55101

All proposals must be received no later than Noon CDT on Thursday July 26, 2012. Late responses will not be considered.

General Requirements

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division

("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf

Nonvisual Access Standards

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and sign the Veteran-Owned Preference Form in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the

required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.